

C.6.1.1.16. EXECUTIVE COMMUNICATIONS SUPPORT [*EXERCISED FOR AFRICOM/CJTF-HOA*]

Provide VIPs travelling to locations designated by the Government with on-site support to install, operate, and maintain secure communications up to SECRET. Coordinate with CCMD personnel (such as HQ IT Operations, Configuration Management, and Directorate front offices) and assist with the installation, maintenance, troubleshooting, upgrading, and removal of communication suites within executive quarters at designated locations. Coordinate and manage CSfC training and track training completion. The Contractor will issue equipment and maintain accountability.

Reference PWS Section C.5.2.1.6. for additional VIP Support requirements.

C.6.1.1.16.1 CJTF-HOA SPECIFIC SUPPORT [*EXERCISED*]

The Contractor shall:

- Provide command element (CE) personnel with IT support/assistance. Investigate, troubleshoot, and resolve software/hardware errors and user account/e-mail issues.
- Coordinate with the IT help desk, and tiered IT services to assist with the repair or replacement of hardware, and installation and configuration of equipment.
- Ensure CE staff understands and complies with policies and procedures on the issuance, use, replacement, and management of government-issued cellular phones. Notify personnel that they are financially accountable for all unofficial charges to the world cell phone assigned to them.
- Responsible for the overall management of the CE Electronic Keying Management System (EKMS) local element (LE) account. Troubleshoot communications security (COMSEC) and cryptographic equipment and coordinate with supporting base and unit services when necessary to repair/replace cryptographic equipment. Ensure EKMS documentation and inventory of equipment is accurate and up to date. Review the COMSEC User Responsibilities standard operating procedure (SOP) and complete other required training. Secure COMSEC, controlled cryptographic items, keying material, and related equipment. Personnel are required to manage COMSEC keying material, and will receive local user training for handling of keying material and controlled cryptographic items
- Maintain CE secure and non-secure telephones. Troubleshoot technical and connectivity issues. Coordinate with IT support when necessary to repair/replace phone(s).
- Serve as CE smart phone point of contact with HQ USAFRICOM Mobility Office and base telephone services, to include new accounts or requirements, troubleshooting, and replacements. Provide asset management of smart phone devices assigned to the CE.
- Perform automated data processing equipment (ADPE) management for the CE. Inventory, maintain, and manage all unclassified and classified laptops, hard drives, and ancillary equipment used by the CE, including printers, multi-functional devices (copier, scanner, printer, facsimile), digital scanners, phones, monitors, force trackers, and portable global positioning system devices.
- Notify video teleconferencing (VTC) technicians of CE scheduled VTCs to provide assistance in setup and troubleshooting, as required. Coordinate with VTC technicians for the repair/replacement of all VTC systems